REMARKS

Applicant responds to the Office Action issued March 26, 2002, and requests the time allowed for response be extended one month, from June 26, 2002, to July 26, 2002, by way of petition and applicable fee payment submitted herewith. Claims 1-24 remain pending in the present application.

For the reasons set forth more fully below, Applicant respectfully submits that the present claims are allowable. Consequently, reconsideration, allowance and passage to issue of the present application are respectfully requested.

The Present Invention

Method and system aspects for providing efficient management interaction in a consumer transaction system are described. The system includes a plurality of point of sale (POS) systems, a central controller system coupled to the plurality of POS systems, and a mobile manager system. The mobile manager system communicates with the plurality of POS systems through the central controller system by a wireless communication mechanism and remotely monitors and responds to the plurality of POS systems.

Independent Claims

For ease of review, independent claims 1, 7 and 17 are reproduced in their entirety hereinbelow.

1. A method for efficiently handling an override condition in a point of sale device (POS), the method comprising:

(a) receiving override details at the POS device; and

(b) sending the override detail from the POS device to a wireless management device.

7. A method for providing efficient management interaction in a consumer transaction system, the method comprising:

(a) performing customer transactions through a plurality of point of sale (POS) systems networked to a central controller system; and

(b) utilizing a mobile manager system to remotely monitor and respond to the plurality of POS systems.

17. A system for improving manager interaction in a consumer transaction system, the system comprising:

a plurality of point of sale (POS) systems;

a central controller system coupled to the plurality of POS systems; and

a mobile manager system in communication with the plurality of POS systems through the central controller system by a wireless communication mechanism, wherein the mobile manager system remotely monitors and responds to the plurality of POS systems.

Cited Art Rejections

The Examiner maintained the rejection of claims 1-24 under 35 U.S.C. 103(a) as being unpatentable over Swinamer et al. (hereinafter 'Swinamer') in view of Business Wire, p06160247. In making the rejection, the Examiner states:

> **Swinamer et al. shows all of the limitations of the claims except for specifying the use of a wireless management device/PDA including displaying information and sending information to and from the PDA and the POS via a central controller also using wireless modems.**
> **Swinamer et al. shows, figure 1, a hardwired method of communicating (sending) request for management decisions (override details), including price information, credit clearance (monetary pick-up, approval), security alerts (lock up POS) and other incidents requiring the manager's attention. This is done for a plurality of POS terminals. The manager is at the master station (central controller system) and can determine through verbal communication the satisfactoriness or**

unsatisfactoriness level of the POS terminal and has the ability to fix problems to ensure satisfactoriness.

Business Wire, p06160247, dated June 16, 1998 teaches that on the Retail Systems '98 conference in New Orleans where 3Com demonstrated its popular PalmPilot (TM) (wireless management device which receives, displays, and sends information wirelessly through a central controller such as a WAN. [sic]) connected organizer at Retail Systems '98. The Palm computing platform is an open software architecture for handheld computing that provides an ideal basis for third-party developers to create innovative mobile computing solutions. During Retail Systems '98 using the PathBuilder (TM) line of a WAN, 3com [sic] showed new on-line applications to the store supporting functions like human resources, decision support, special orders, and customer delivery all in order to improve information flow to better serve customers.

Based on the teachings of the above Business Wire article, it would have been obvious to one of ordinary skill in the art, as the time the invention was made, to modify the Swinamer system to incorporate the PalmPilots and WAN of 3com [sic] in order to improve information flow to better serve customers.

Further, in response to Applicant's previous remarks, the Examiner states:

Applicant asserts that there is no teaching that a PalmPilot can be used with a WAN in a retail environment. The examiner does not concur. The article teaches on-line applications for the WAN in a retail environment and teaches that the PalmPilot is connected on-line for the demanding store environment.

Applicant respectfully disagrees with the rejection.

The Examiner asserts that the Business Wire prior art article teaches an improved communication system using Palm Pilots and a WAN system. Applicant fails to see where the Business Wire article teaches or even suggests such a communication system.

With reference to the Business Wire article, the section entitled "Palm Computing(R) Platform Delivers Next-Generation Wireless Solution" is the only section in the article that discusses the PalmPilot (TM). Applicant herein reproduces that section to help clarify Applicant's position.

3Com will also showcase its popular pocket-sized PalmPilot (TM) connected organizer at Retail Systems '98. The Palm Computing(R) platform is an open software architecture for handheld computing that provides an ideal basis for third-party developers to create innovative mobile computing solutions.

Symbol Technologies has announced plans to deliver a spread-spectrum wireless version of the PalmPilot connected organizer that is designed for the demanding

store environment. Symbol has integrated infrared (IR)-based scanning into the PalmPilot handheld solution with an expected price of about half that of other traditional handheld wireless devices.
One of the first developers in the supermarket industry of this innovative solution is PeaPod, the leading online grocery shopping and delivery service. The PeaPod application, operating on the Symbol Technologies ruggedized PalmPilot, will be exhibited in the 3Com booth. The smaller, lighter, and more cost-effective next-generation handheld platform will be used to automate the in-store fulfillment process for home delivery. The PalmPilot, according to Dataquest, accounts for 63 percent of the handheld computing market, and with over 1 million units shipped in less than 18 months, it promises to dramatically increase the adoption of wireless applications in-store.

Applicant fails to see any teaching or suggestion of the Examiner's assertion that the article *teaches* "that the PalmPilot is connected on-line for the demanding store environment." Rather, Applicant respectfully submits that the article teaches that a version of the PalmPilot would be exhibited that could be used "to automate the in-store fulfillment process for home delivery." This version of the PalmPilot is described as a PalmPilot with integrated infrared (IR)-based scanning. Applicant fails to see how the scanning in of data related to fulfilling delivery orders by a PalmPilot can be interpreted as teaching or suggesting that override details may be sent to the PalmPilot by a point of sale (POS) device or system, or that the PalmPilot may be utilized to remotely monitor and respond to a plurality of POS devices (as recited in claims 1, 7 and 17 respectively).

While the Examiner presents arguments related to the use of the PathBuilder (TM) line of a WAN from the article, the article teaches that the PathBuilder WAN switches address "the growing bandwidth requirements brought on by retailers deploying new on-line applications to the store supporting functions like human resources, decision support, special orders, ..." Thus, it is the new "on-line applications" that support the functions pointed to by the Examiner, not the PathBuilder WAN switches. The PathBuilder WAN switches are merely taught as supporting the networks that deploy such on-line applications. While perhaps the reference to the PeaPod

delivery service may be interpreted as an example of an on-line application that may be supported by a network using the PathBuilder switches, there is nothing in the discussion of the PalmPilot relative to that delivery service that teaches or suggests the utilization of the PalmPilot for more than product scanning to fulfill delivery orders for that service.

Applicant reiterates that product scanning is clearly different than sending override details from a POS device to a wireless management device (i.e., a PalmPilot) or that the wireless management device (i.e., PalmPilot) may be utilized to remotely monitor and respond to a plurality of POS devices, as recited in the claims. Applicant respectfully submits, therefore, that there is no teaching or suggestion that Swimaner system can be modified to incorporate the PalmPilots of 3Com within the Business Wire article. Accordingly, at best Swimaner in combination with the article would provide a hardwired method of communicating management decisions via POS terminals in which a PalmPilot would be utilized as a product scanning device. This combination is clearly different than the recited invention.

In view of the foregoing, Applicant respectfully submits that the Examiner has made interpretations of the Business Wire article that are unsupported and broadly applied to Swinamer to allow maintenance of the rejection of the recited invention. Applicant respectfully requests withdrawal of the rejection under 35 U.S.C. 103(a) and respectfully submits that the recited invention of claims 1-24 is allowable over the cited art.

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Applicant's attorney believes that this application is in condition for allowance. Should any unresolved issues remain, Examiner is invited to call Applicant's attorney at the telephone number indicated below.

Respectfully submitted,

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